



COVID-19 Guidelines

Looking After Each other

#StopTheSpread



Dear Guests,

Following Government advice, we plan to re-open our hotel on July 02nd.

In anticipation of our return to business, we are working hard on our plan which will respond to the new requirements and expectations.

All plans will be in line with our Government and The World Health Organisation protocols.

Paramount to us, is assuring you our guest, that we are well prepared. It is important for us to emphasise that our hotel is clean, as always, to the highest standards, disinfected and that our team understand the seriousness of this pandemic.

The Butler Arms Hotel has a detailed Covid-19 Operational Protocols available below.

Some of these guidelines will be highly visible in the style and form of service we offer to our guests.

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Other procedures are intended to address all areas of the hotel including those not visited by our guests. In all cases, the health of our colleagues and guests is the most important consideration.

This document will be frequently evaluated to verify compliance, identify and correct any gaps and we hope it will serve to give you peace of mind when returning to The Butler Arms Hotel.

In the meantime, we wish you well and thank you from our hotel family for your continued loyalty and we look forward to welcoming you back soon to enjoy our warm hospitality and service.

We are looking forward to welcoming you back to the Butler Arms Hotel.

Kind regards,

Louise and Paula Huggard

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Prior To Arrival

- You will receive a pre-arrival form to facilitate an express Check In and Check Out Service
- You will receive a digital version of our guest information pack
- You will also receive a copy of our Covid-19 safety protocol for use during your stay

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Welcome

- Sanitation at each entrance
 - 2m floor markings at entrance
 - Social Distancing Information poster
 - Hand Washing poster displayed
 - Our Front of Office Team and public area cleaning teams will wear PPE as required by Government Health Guideline
 - All keys are sanitized prior to use
 - Elevators will be limited to travel party only, enhanced elevator cleaning
 - Hand Sanitizer is available in all main areas of the hotel and enhanced public areas
 - We have reduced the capacity limit throughout the hotel to ensure the safety of our guests
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During Your Stay

- Colleagues will wear PPE equipment in line with Government Health and the WHO guidelines
- Hand Sanitizers will be readily available throughout the main hotel and non visible service areas of the hotel
- We will have signage in place to encourage and remind people about regular hand cleaning and social distancing protocols
- Contactless payment will be encourage at all points
- Furniture will be arranged to allow for adequate social distancing

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Dining

- Hotel guest numbers are limited as the number of guests having meals at any one time
- Breakfast will be broken up into 02 different Time slots to allow for social distancing
- Restaurant tables will be adequately spaced apart and the numbers of diners reduced in line with safety protocols
- All restaurant tables and chairs will be sanitised after each individual seating
- Single use disposal menus will be offered
- All condiments will be for individual use
- All napkins will be single use
- There will be no buffet in operation

Dining

- Appropriate and Hygienic delivery method in place for our food & beverage
- We request that our guests room charge only for food & beverage
- In room dining will be conducted with minimal contact or you can opt to have your order left outside your door. All food is covered throughout transit
- All dining areas will be ventilated after each meal
- Enhanced Kitchen cleaning measures and social distancing in our Kitchen
- We will continue to observe the strictest good hygiene practice across all areas of food preparation for our restaurant

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In Your Room

- Government and WHO guidelines for cleaning and sanitising guest rooms will be adhered to.
- Frequently touched areas will be thoroughly disinfected regularly during during stay
- We may not be able to offer In-room tea/coffee facilities but we working on this area to see to what can be saftey offered to you
- Housekeeping service will be once per day and room must be vacated for this period. Alternatively you can communicate with our housekeeping team via Reception (i.e Towels and Water only, No service required)

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In Your Room

- Room attendants will wear the recommended PPE in line with Government guidelines
- Bed linen will be handled with extreme care so as to avoid lifting dust. All linen is laundered at a minimum of 70c for at least 25 minutes
- House keeping open windows when servicing a room, ensuring adequate ventilation

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In Your Room

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GUIDELINES FOR RE-OPENING HOTELS AND GUESTHOUSES

HYGIENE HOTSPOTS – GUEST ROOM

- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**
Doors, wardrobes, furniture knobs and handles.
- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/bath controls and taps, sink taps.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS & CLOCKS**
Handset, dial pads and function buttons.
- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**
Tables, desks and nightstands.
- 9 OTHER FACILITIES**
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**

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Training

- All employees have received additional Training on how to keep you and themselves safe
- Supervisors will monitor the proper use of all PPE and ensure that it is managed in accordance with Government Guidelines
- Team shifts are staggered to ensure adequate social distancing during breaktimes and will comply with social distancing rules
- Offices have been rearranged to apply to social distancing regulations
- Training is ongoing to all team members

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Advice to Guests and Employees

- If you become ill during your stay or feel you may have been in contact with someone with confirmed covid 19
- 01 - Call Reception immediately, our reception team will contact the Local Health Authorities on your behalf
- Avoid contact with other guests or employees
- A room or area will be provided for someone who is unwell to isolate

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Together we can over come this

- We are continuing to monitor the guidelines provided by the Irish government.
- We will continue to update the information on this page to ensure we keep our guests up to date with changes.
- If you have any queries please do not hesitate to contact us at reservations@butlerarms.com

Kind regards,

Paula & Louise Huggard

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